

AUGUSTA COUNTY SERVICE AUTHORITY



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Request for Proposal #2308 Banking and Credit Card Services Addendum #1 and Acknowledgement

To: Prospective Bidders

From: Debbie Hensley, Augusta County Service Authority d/b/a Augusta Water

Date: June 20, 2023

Subject: RFP #2308 – Banking and Credit Card Services

Augusta Water has received the following questions regarding RFP #2308 for banking and credit card services; the question to each answer is provided below.

Treasury Solutions

1. Please expand on the need for location codes on the deposit slips. Is there more than 1 location or department making deposits to the same account? (Page 6 d 1) **We will only need deposit slips for the deposit account, 1 location and one department.**
2. Please provide some history of the balances held in your Concentration account as well as those being invested. (Page 6 2 a and b) **Currently the deposit account is swept on a nightly basis into the operating account, as well as the disbursement being swept out, monthly interest is based on this account balance at the end of the month.**
3. Attachment B: Can you provide annual volumes or a representative month's volumes for the line items listed. **Please see attachment C for a breakdown of the numbers.**
4. How much coin and currency are deposited daily? Are there deposits delivered to a branch or is an armored courier used? **Coin and currency greatly vary from day to day depending on foot traffic at our customer service window, the money is delivered daily by an employee of Augusta Water.**
5. Can you provide an estimate of the number of cashier's checks you need each year? **Approximately 5**

Merchant Services

1. Please provide recent 3 months of Merchant Processing Statements.
 - a. If unable to provide statements, what is the ACSA's annual processing dollar volume, broken down by card type? **3 months of statements are attached.**
 - b. What is ACSA's average transaction amount, and highest individual transaction amount? **Investment accounts are separated from Operating Account**
2. How many Merchant IDs does ACSA have? **Two—we have one for cards processed through First bank at a local terminal in our facility and we have a second merchant ID through Paymentus; we have virtual terminals for our CSR's provided by our online payment processor which are under a separate contract.**

3. Please describe how you are currently processing card payments today. (Name & Version of the City's Terminals, Software, Gateways, Web, etc.) **We use a local terminal provided by our banking institution (we would need this provided) for all walk-in customers, we use Paymentus for our online bill pay.**
4. Are you looking to upgrade or change the system you currently use to process credit & debit card transactions? **No**
 - a. If yes, what will that look like? N/A
5. If ACSA is currently using terminals:
 - a. Does ACSA use a dedicated phone line or the Internet/Ethernet for the credit card machines? **We have one physical terminal using internet/ethernet.**
 - b. Do ACSA 's terminals integrate with Software and/or a Gateway or are they stand alone? **Stand alone**
 - i. If they integrate, what name & version is the Software and/or Gateway?
 - c. Does ACSA want terminals that connect via phone, IP or Wi-Fi? **IP**
 - d. Does ACSA have a need for wireless terminals? **No**
6. What percentage of your transactions are Card Present? And Card Not Present? **For the terminal you would provide the number is approximately 98% card present. For online card payment that is now processed through the online system provided by Paymentus.**
7. Does ACSA accept Advanced Payment by Credit Card and if so, what is the timeframe from authorization to use? **NO**
8. What are your concerns with ACSA 's current provider? **None**
9. Is ACSA 's currently charging or using a Convenience Fee service? **No**
 - a. If yes, which locations charge it?
 - b. If yes, what % or \$ are you charging?
 - c. If yes, are you or do you have a 3rd party managing the Convenience Fees?
10. Is ACSA EMV compliant? **yes**
11. Is ACSA PCI compliant? **Yes**
 - a. If no, what steps are being made by ACSA to become compliant?

Please print all pages of this addendum and sign and date the acknowledgement below indicating that you have received the changes to the specifications and include it with your submittal for your bid to be considered.

I acknowledge receipt of this Document and the Addendum Changes:

Vendor's Signature

Date

Printed Name